

2011 Military Health System Conference

The ER “Epidemic”

Scope and Intervention Strategies

The Quadruple Aim: Working Together, Achieving Success

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HEALTH

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Where Do Pts Go When They're Sick?



- Goal: Determine when, where and why Americans get treatment for acute health problems and flare-ups of chronic disease
- Data sources: three federal surveys of ambulatory care in the United States between 2001 and 2004:
 - National Ambulatory Medical Care Survey of office visits;
 - National Hospital Ambulatory Medical Care Survey, outpatient department subsample; and
 - NHAMCS emergency department subsample

What is “Acute Care?”

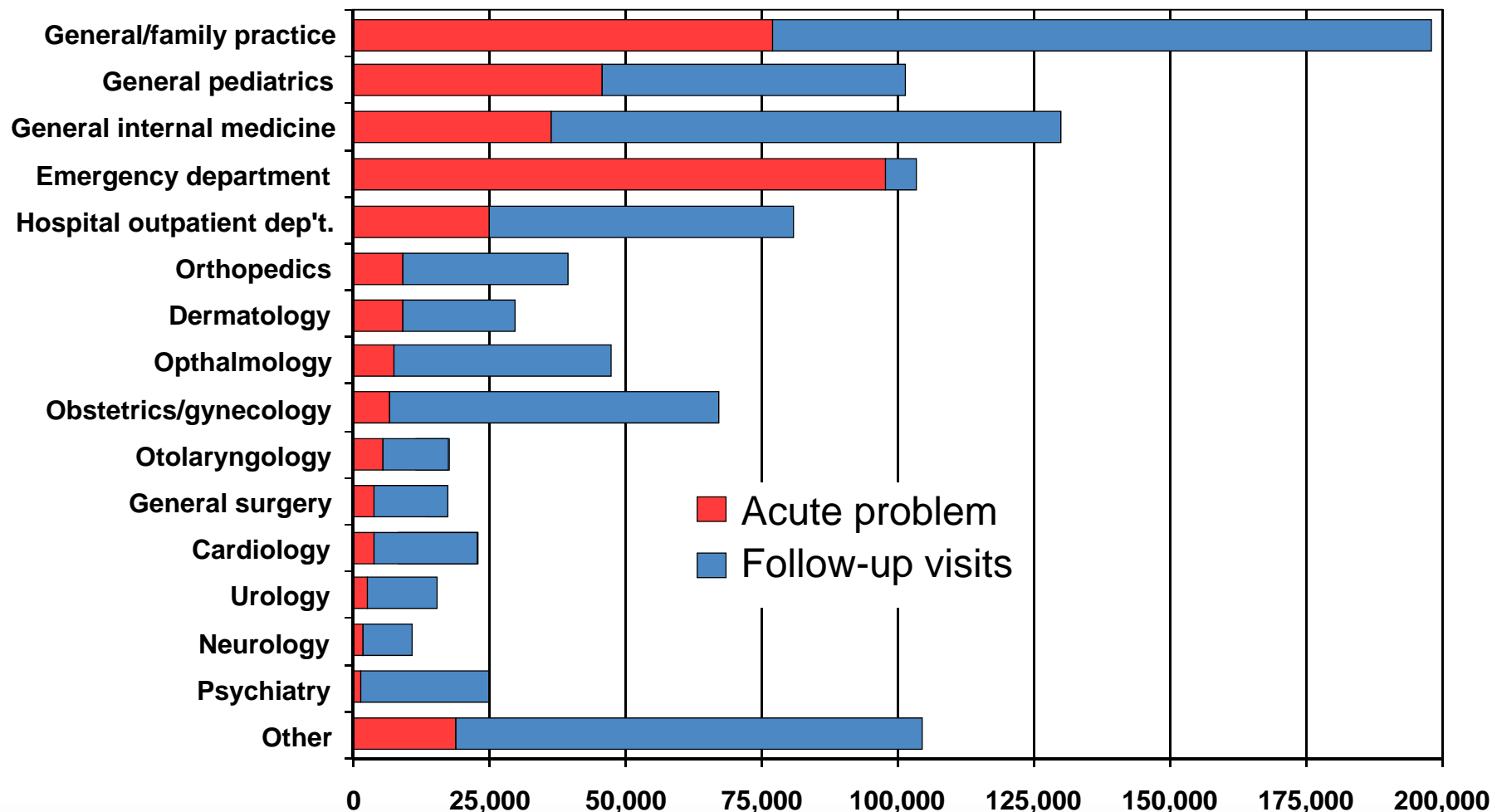


- “Major reason for this visit” coded as “acute” or “chronic disease flare-up” (NAMCS or in the NHAMCS outpatient sample), or
- “Episode of care” coded as “initial” (in NAMCS and either of the NHAMCS subsamples)
- We assumed that no ER physician served as the patient’s “personal physician”

Two-Thirds of Outpatient Visits in the U.S. are for Non-Acute Care...



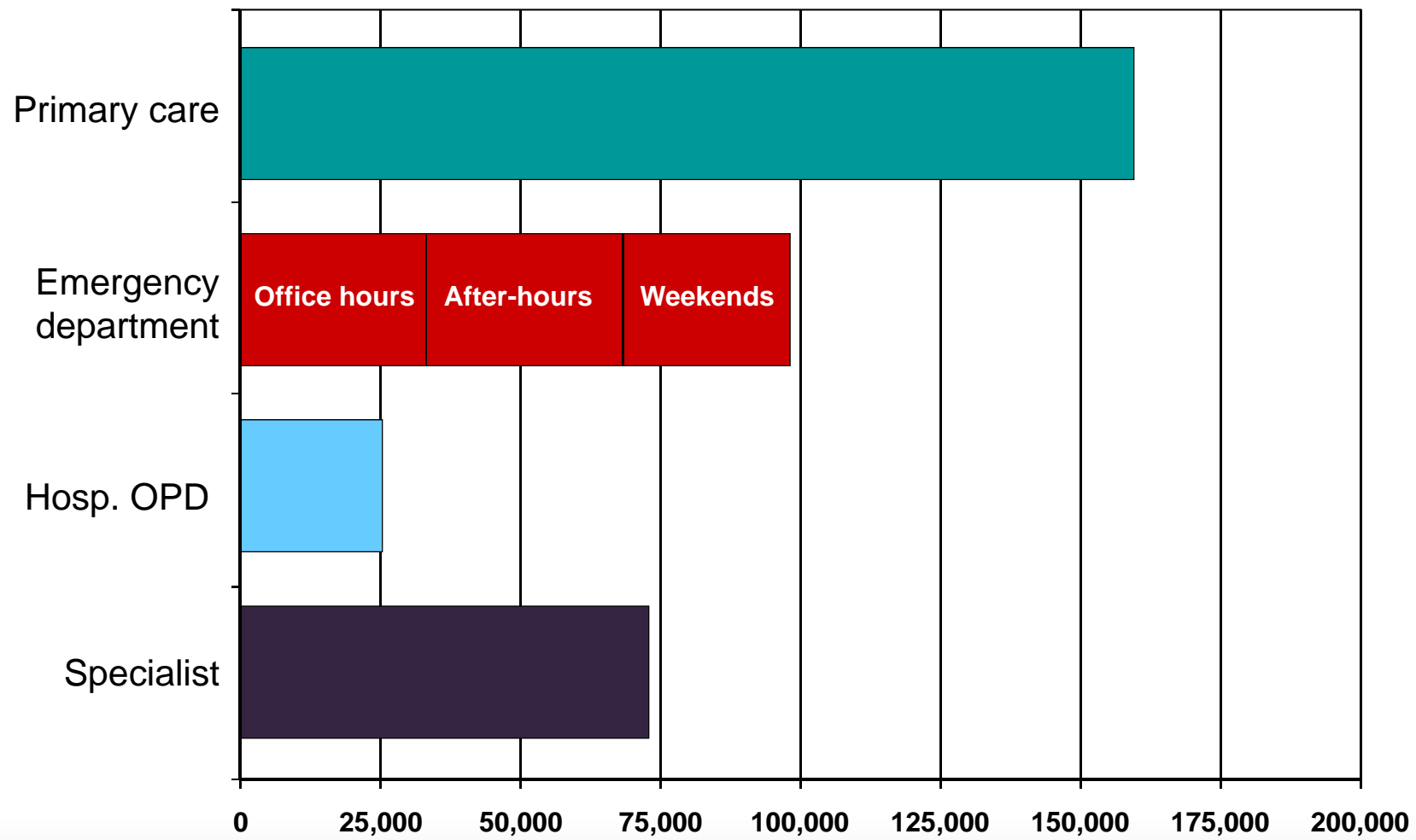
Annual average visits in 1000s, 2001-2004; N=345,000



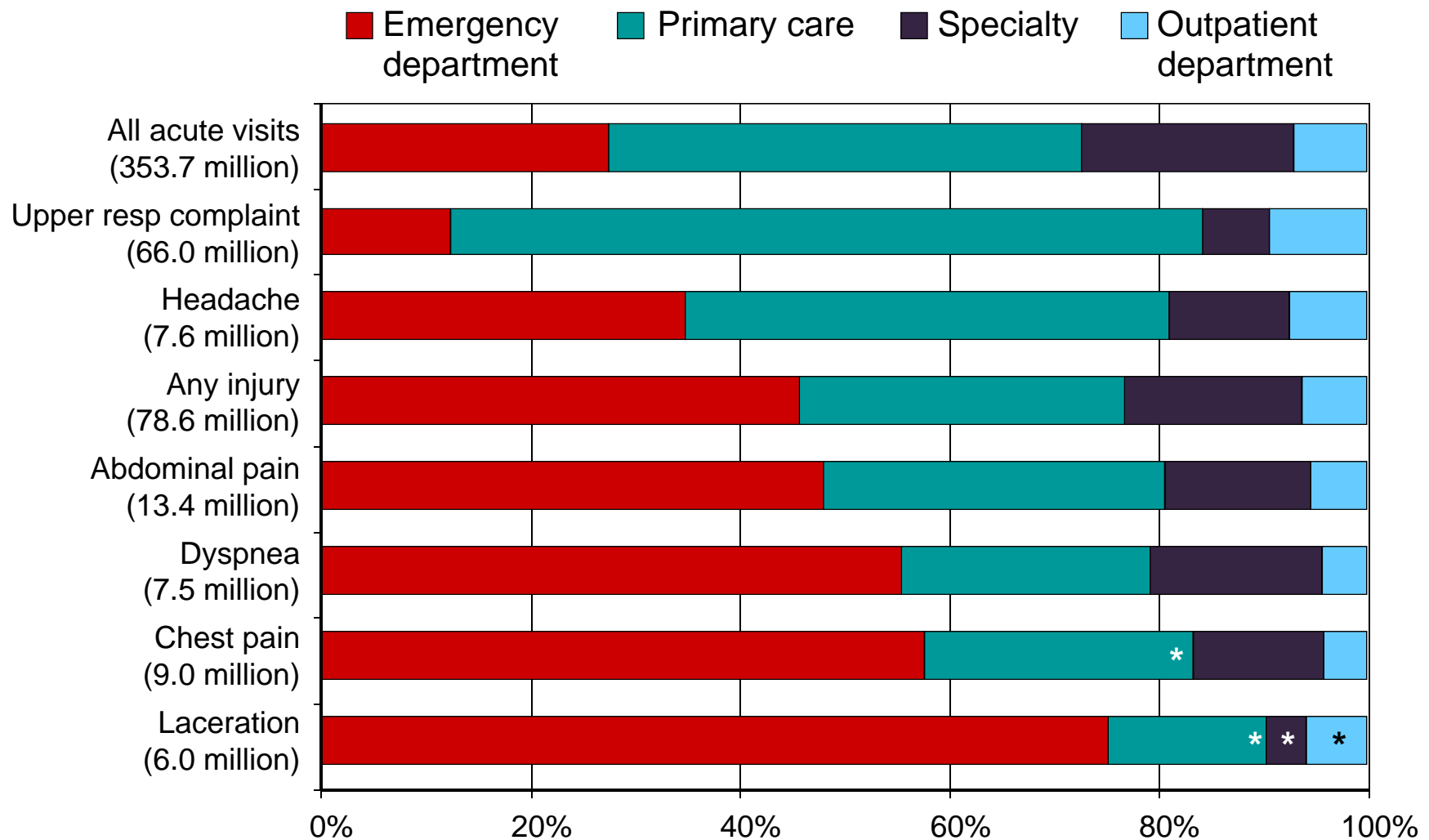
A Minority of all Acute Care Visits Involve the Patient's Personal Physician...



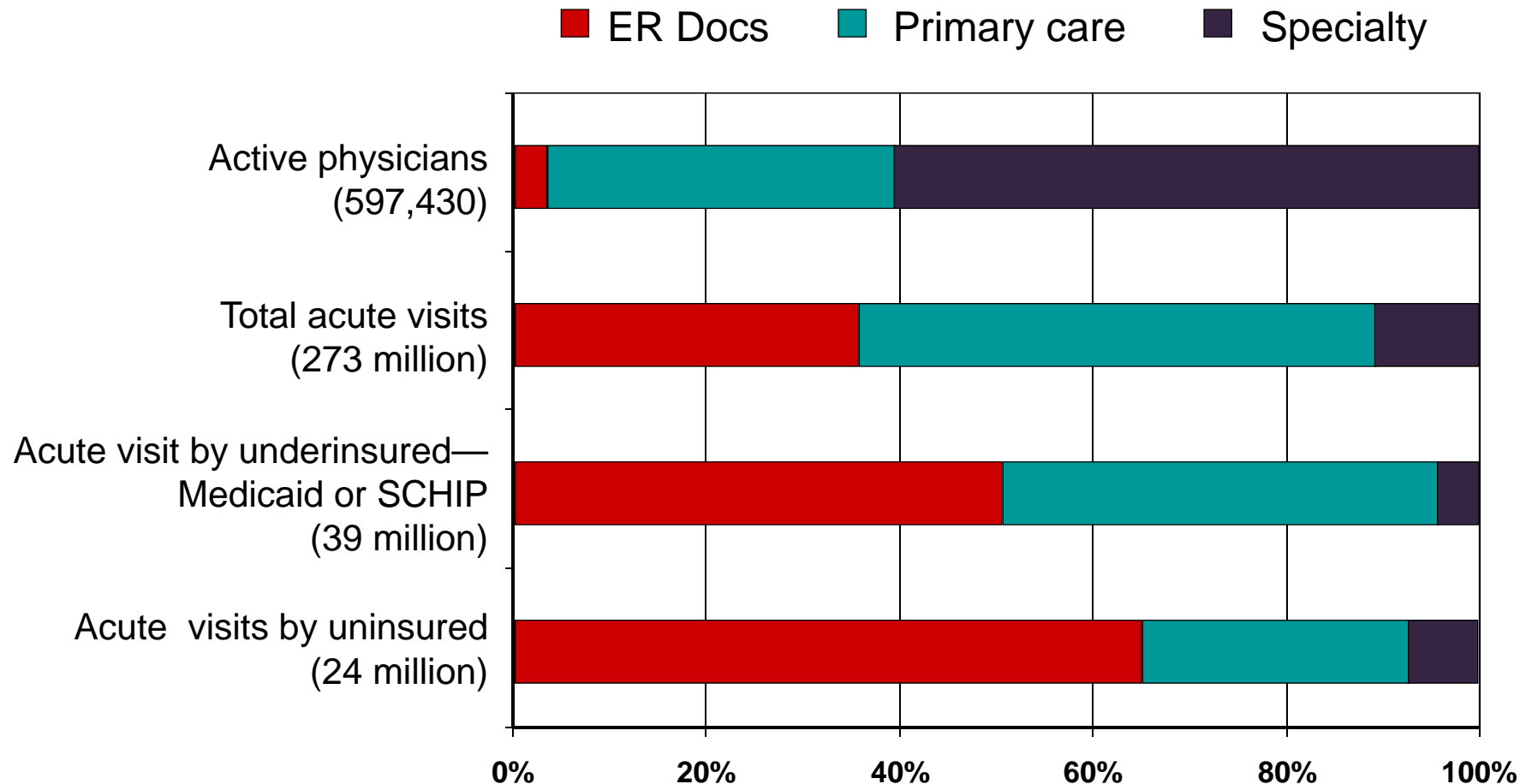
Annual average acute care visits in 1000s, 2001-2004; N=345,000



Most Acute Care Visits to Primary Care MDs Involve Minor Complaints



ER Docs Disproportionately Care for the Poor & Uninsured



Police psychiatric escort

Clinic / doctor's office

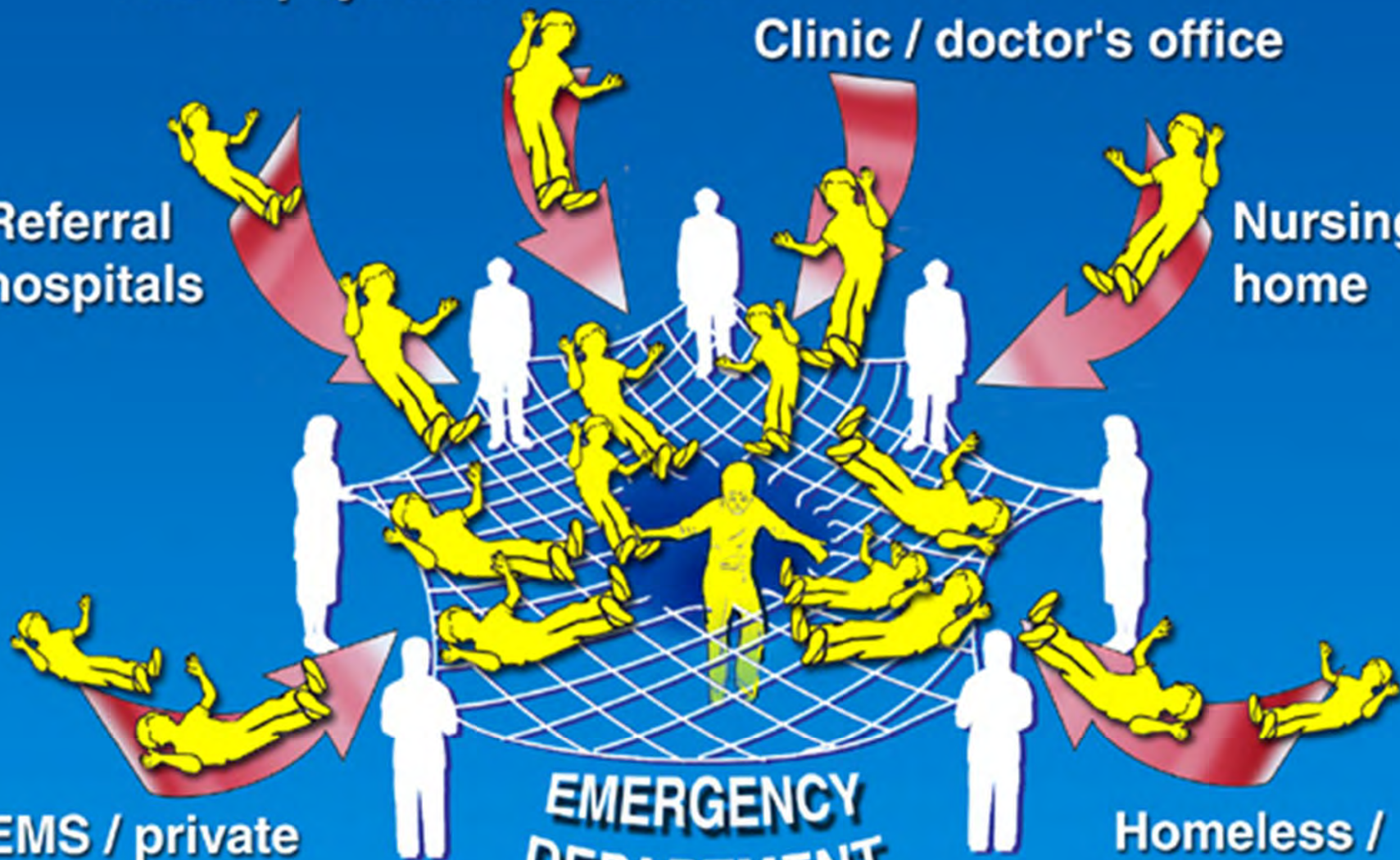
**Referral
hospitals**

**Nursing
home**

**EMS / private
vehicle**

**EMERGENCY
DEPARTMENT**

**Homeless /
uninsured**





What Are the Alternatives?

Patient-Centered Medical Homes



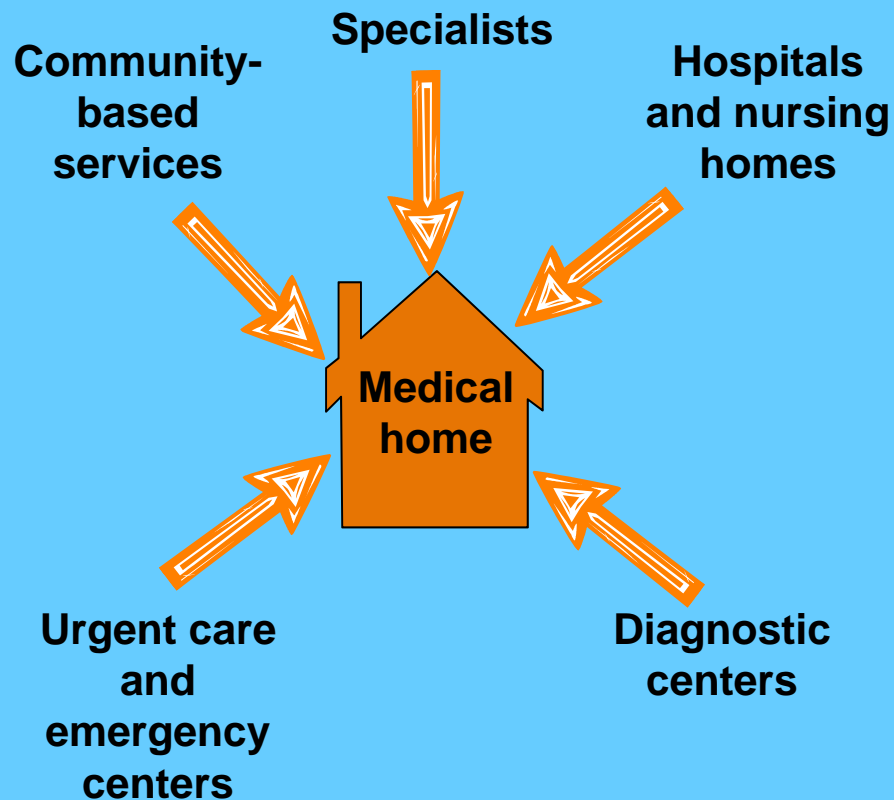
- Envisioned as practices that feature:
 - Clinicians trained to provide first contact, continuous, and comprehensive care
 - A team that takes responsibility for care of their patients—whole-person orientation
 - Care coordinated across all elements of the health care system
 - Provides enhanced access to care



Accountable Care Organizations



“Medical neighborhood”



- How quickly will they form?
- Will buy-in be achieved?
- Will enhanced access be part of their agenda?

Market-Based Strategies

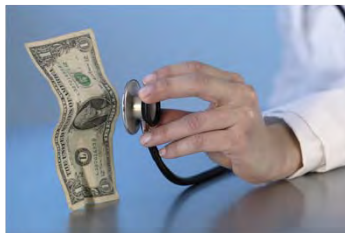


WebMD

Better information. Better health.

Consumer-directed care

- Consumers with “skin in the game,” choose from a healthcare marketplace



Concierge medicine

- An up-market approach to primary care?
- Good for some patients and problems



Retail clinics & Urgent Care Centers

- Offer expanded hours
- Address a limited scope of problems
- Cheap, but may induce demand

Marcus Welby, MD: America's Idealized Primary Care Doctor



- ABC medical drama:
1969–1976
- Starred Robert Young
and James Brolin
- Dr. Welby reflected the
view that primary care
physicians are always
available when their
patients need them



Thank You



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